



COMPLAINT/APPEAL FORM

STUDENT NAME: _____

DATE: _____

COURSE ENROLLED IN: _____

❖ **What is a 'complaint'?**

A complaint is an action taken by a student (or their representative) for rectification of an issue in response to their dissatisfaction/ disapproval with any aspect related to the operation of FIT College Pty Ltd, other than the result of an assessment. The issues, of which a student may lodge a complaint/grievance include, but is not limited to: a policy or procedure, fees, teaching/delivery styles etc.

❖ **What is an 'appeal'?**

An appeal is an action by a student to request a re-evaluation of an assessment decision resulting from dissatisfaction or disagreement with a result awarded.

❖ **By completing this form, you will be lodging a formal complaint or appeal**

All students have the right make a complaint if they are dissatisfied with the product or service provided. All students also have the right to appeal an assessment decision where they believe the decision has been made erroneously. All complaints and appeals will be dealt with impartially and all evidence will be investigated. Students are requested to provide evidence to support their claims and attach that evidence to this form. All complaints and appeals will be considered at the RTO Manager's discretion.

****Forms submitted without additional paperwork outlining supporting evidence may result in the investigation of your claims being decided against you****

	Complaint	Appeal
I wish to make a		
Date of incident/assessment:		
Describe details of your complaint/appeal:		



Provide details of supporting evidence:

Have you tried to resolve this issue informally?

What outcome would you like to see from raising this complaint/appeal?

Once you have completed and returned your form to admin@fitcollege.edu.au, you will receive notification of receipt of this application.

I have supplied supporting documents with my application: _____ Initial

I hereby acknowledge that the above statement is true and accurate

to the best of my knowledge: _____ Initial

Student Signature: _____ **Date:** _____

FIT COLLEGE USE ONLY	Date	Signature
Date Received		
Evidence Supplied		
Notification of receipt sent		
Referred to RTO Manager		